



FEDERAL AVIATION ADMINISTRATION ACADEMY

STATEMENT OF WORK

TO

**PROVIDE ACADEMY TRANSPORTATION
SERVICES**

**FEDERAL AVIATION ADMINISTRATION
FAA ACADEMY**

**STATEMENT OF WORK (SOW)
ACADEMY TRANSPORTATION SERVICES**

1.0 BACKGROUND

The mission of the Federal Aviation Administration Academy is to provide leadership in training and developing the Federal Aviation Administration workforce and aviation community. In fulfillment of our mission we develop and conduct training courses, plan, maintain and manage the FAA's distance learning systems, and provide training program management and consultation services. Working in support of the overall Federal Aviation Administration mission, we are constantly striving to be the best aviation training organization in the world. The expertise and experience of the Federal Aviation Administration Academy staff, and the quality and value of the Academy products and services set us apart from others who offer similar products and services. We currently offer more than 6,000 courses by various media types each year. We are responsive to the needs and concerns of our customers. The Academy offers a wide array of training and assistance to our customers. To date over 12,400 international participants from 172 countries have completed Academy training. Many of the world's leaders in civil aviation are alumni of the Federal Aviation Administration Academy. The continued educational and professional interactions have led to mutual understanding and respect.

The FAA Academy provides transportation services from specific hotel/apartment complexes to the Mike Monroney Aeronautical Center (MMAC) for students attending training at the Center.

1.1 COR DESIGNATION

A Contracting Officer's Representative (COR) will be delegated by the Contracting Officer, to provide technical direction for the contractor supporting this effort. The COR will coordinate with the contractor to establish the level of effort required to support this task during the performance period.

2.0 SCOPE OF WORK

The contractor shall provide all equipment, personnel, services and the incidentals required to furnish local transportation services to and from the Mike Monroney Aeronautical Center (MMAC), 6500 S. MacArthur Boulevard, Oklahoma City, OK 73169, for federal personnel conducting official business as authorized by the Contracting Officer (CO), while residing in the local Oklahoma City area.

Transportation services will be required Monday through Friday (excluding federally established holidays) with services provided day and night. The government reserves the right to change its transportation services requirement to Monday through Saturday, should changes in the FAA course load occur. Travel routes are identified in the MMAC Transportation Schedule listed in Section J of this solicitation. Passenger pick-up locations are specified in the MMAC Transportation Schedule and are subject to change only by direction of the Contracting Officer or their designee. Posted locations and times are to be strictly adhered to by the provider. Revisions to the routes, number of routes, number of runs, stops, vehicle capacity or schedule may only be made by the CO or COR, as necessary.

to accommodate changes in FAA's course load requirement, or student housing. Oral changes shall be confirmed in writing.

Vehicle usage will consist of the following (subject to change):

a) Monday through Friday, four/five vehicles making a total of three/four/five trips each (either inbound or outbound), for each of the four/five designated routes daily. On average, total mileage covered on each trip is between 17-23 miles.

b) Monday through Friday, a midnight run averaging approximately 45 miles per night, consisting of a north route and a south route with a possible west route.

c) Route 1 – Meridian, Route 3 – South and Route 5-Meridian/South will require a 14 passenger van. The COR/CO will have the authority to change vehicle size according to fluctuations of ridership.

d) Route 2 – West and Route 4- Meridian/West will require a minimum 24 passenger capacity vehicle. The COR/CO will have the authority to change vehicle size according to fluctuations of ridership.

e) Route 2 – West requires a 7:00 and 1530 class start times with a 3:30 return and possible midnight run/or on call vehicle.

f) Route 2 –West if there are no riders for the 1530 class start time, a vehicle will not be utilized for the return trip back/or midnight run. If a rider unexpectedly shows up needing a ride, an on call vehicle will be required to pick the rider up at the MMAC visitor center within 10-15 minutes of notice and return to designated stop. The vehicle, if necessary, used for the midnight run should be commensurate with number of riders inbound for the 3:30 class start time.

g) Overflow transportation will consist of a mini-bus or mini-van to transport overflow of students from various stops located on the transportation schedule to the MMAC. Overflow refers to greater than 24 students passengers on a single (one) trip or greater than 48 passengers on a double (two) trip scheduled stop. May also refer to greater than 14 students on a single (one) trip when using such capacity vehicle.

h) Performanc Verification (PV) transportation will consist of an on-call basis to provide transportation (charged on a per person basis) for students from MMAC to designated scheduled stops. A vehicle will need to arrive at MMAC within 10-15 minutes of phone request.

i) In the event a scheduled vehicle departs the MMAC with zero passengers, a reduced trip rate will be considered allowable and the contractor shall bill accordingly and so note the reason for the difference in billing rate on subsequent invoices.

j) For those transportation services provided in support of FAA Academy requirements, passengers will be allowed to board contract transportation vehicles only if they have on their person an official Department of Transportation Personal Identification Verification (PIV) card; a driver's license and FAA welcome letter; driver's license and visitor's pass; a valid passport and temporary facility pass; passport and non-photo I.D. issued by the Academy; or photo I.D. issued by the Academy. The contractor shall so inspect and ensure the same.

k) Vehicles equipped with a wheelchair lift or another feature to service the physically challenged, and meets all applicable laws and regulations shall be made available upon request. Once notified by the CO, or their designated representative the contractor shall provide a vehicle with this feature within 24 hours after notification.

The intent of these services is to obtain satisfactory transportation services that fulfill the requirement of the FAA Academy's, Training Services Support Division (AMA-020). Additional transportation

requirements of other FAA and tenant organizations located at the MMAC may also be ordered under the resultant contract, provided they do not jeopardize ongoing FAA Academy transportation services. Ordering of any supplemental services will be accomplished with full coordination between the Contracting Officer, COR, and the applicable FAA/tenant organization. All additional services will be conducted separate from the FAA Academy operations.

2.1 Phase-In Requirements

The contractor is advised that a one week Phase-In period is required to address the below phase-in requirements. A Phase-In plan is not required, however, acknowledgement of this phase-in period should be stated within the Technical portion of submittal. The contractor shall begin familiarizing employees with required procedures not more than 7 days prior to the effective contract starting date. The phase-in is provided to accomplish the following tasks, which will assist in maintaining high quality during the transition period.

- Familiarize drivers with route information, emphasizing timeliness
- Familiarize drivers with load amounts for various day routes
- Familiarize drivers with the midnight routes
- Familiarize drivers with MMAC Campus
- Familiarize drivers with security requirements
- Submit required security forms for all drivers and pertinent personnel, to AMC-700, for background investigations

3.0 REQUIREMENTS

The contractor shall provide all transportation services necessary to satisfactorily perform the requirements described in this Statement of Work.

4.0 GENERAL REQUIREMENTS

4.1 All transportation vehicles shall conform to Title 49, Code of Federal Regulations, Part 571, Subpart B, Federal Motor Vehicle Safety Standards. All vehicles utilized under this contract shall provide for safe, dependable, clean, and comfortable transportation services operated on a punctual schedule. Primary equipment shall be no more than 3 years old, and provide either a 14 passenger van or minimum 24 passenger seating capacity. Size of vehicle required for route will be determined by COR/CO. Additional passengers may be accommodated providing it does not interfere with safe operation of the vehicle or conflict with applicable laws and regulations. The operator will determine when legal load capacity is reached. Vehicles shall be operated at all times in accordance with all safety rules and regulations prescribed by the State of Oklahoma. Vehicles operating under this contract must contain current insurance verification at all times. A vehicle identification form included in Section J of this solicitation shall be furnished to the FAA prior to any vehicle entering into service under this contract. Vehicles shall be locked or monitored by its driver when not in use. Overnight storage of all vehicles utilized for services under this contract shall be maintained in a secured area.

4.2 Vehicles shall be equipped with heating and air conditioning systems in good operating condition at all times. The interior of all vehicles shall be sanitary and meet the comfort standards of similar equipment providing transportation to the general public.

Vehicles shall be clearly identified by a professionally lettered sign with no less than 2-inch lettering that reads “**FAA ACADEMY,**” and shows the appropriate route number. Such identification shall be displayed in the identification window on the front of each vehicle. In the same manner, signs (magnetic or otherwise) shall be displayed on both sides of the vehicle. **All FAA identification signs/markings shall be removed or covered any time a transportation vehicle is not being used for FAA services.** A color-coded map identifying the route shall prominently be displayed and clearly visible to all passengers in each vehicle used for regularly scheduled trips. An easily readable sign that lists the proper identification required (i.e. Federal Photo I.D.) to utilize the transportation service shall be displayed at the entrance of all vehicles. In addition, “**NO SMOKING**” signs shall also be prominently displayed in the vehicles.

4.4 Each vehicle shall be equipped with 2-way mobile communication equipment (may be portable) in good working condition to allow instant communication between the driver and contractor’s dispatch office at all times.

4.5 Drivers must be responsible and courteous personnel demonstrating concern for delivering punctual service, as well an interest for the comfort and safety of their passengers. Reports of inattentive, distracted, or wreckless driving will be investigated and addressed appropriately and promptly by provider. All drivers must wear a white collared shirt with black pants or shorts. Shirts must bear a badge or monogram with the contractor and driver’s name clearly labeled on the left side of the chest. In addition, FAA security identification must be displayed on their person at all times.

4.6 All vehicles providing service in performance of this contract shall be subject to a complete comprehensive inspection and acceptance by the CO, or their authorized representative prior to being placed into service under this contract. In addition, all vehicles shall be made subject to periodic scheduled and unscheduled inspections to determine its compliance with applicable laws, regulations, and conditions contained herein.

4.7 The contractor shall immediately notify the CO or the Contracting Officer’s Representative (COR) whenever an equipment failure, or delay of any kind interferes with timely contract performance. Contractor shall take immediate action to provide alternate vehicles to avoid an interruption of transportation services.

4.8 The inbound daily vehicles to the MMAC shall serve as guidelines for quantity of vehicles required at the time of departure. If the number of inbound passengers exceeds the vehicle seating capacity, the driver shall report to the appropriate personnel within the contractor’s organization who in turn will advise the CO/COR. At that time the CO/COR will approve or disapprove use of any additional vehicle required for return runs and vehicle capacity, and this will continue until further notice.

4.9 Upon notification from the CO/COR, the contractor shall provide transportation services to accommodate any temporary schedule change such as early departure or delay of class start times due to unforeseen circumstances such as ice, snow, or other inclement weather affecting road conditions.

4.10 After the contractor is notified of a route change, they shall furnish the revised pick-up times/locations to the COR within two (2) days and the MMAC van schedule will be updated appropriately.

4.11 In the event transportation is not provided at a location included on the MMAC Vehicle Schedule within 15 minutes of its normal scheduled pick-up time, the normal trip fee shall be reduced by 50 percent per occurrence, and the contractor shall adjust its monthly billing for each incident accordingly. This reduction shall not apply if delays are caused by vehicular accidents, forecasted weather delays, acts of God, or reasons as determined excusable by the CO or their designated representative.

4.12 In the event inspections, or daily performance reveal equipment deficiencies, corrective action shall be taken as a minimum according to the guidelines stated below:

4.12.1 VEHICLE IS UNSAFE OR MECHANICALLY UNFIT: Contractor shall immediately remove the vehicle from service and provide a replacement vehicle until conditions are corrected.

4.12.2 FAULTY HEATING/AIR CONDITIONING OR GENERAL CLEANLINESS: Contractor shall correct the deficiency within 24 hours of its awareness that the condition exists, or notification by the CO/COR. Normal rate charge shall be reduced 50 percent for each trip the vehicle is used in its defective condition after notification by the CO/COR. Failure to correct this deficiency within 48 hours after notification shall render this vehicle “mechanically unfit.”

4.12.3 ABSENCE OF 2-WAY RADIO COMMUNICATION AND/OR CELL PHONE: Contractor shall correct this condition immediately, or the vehicle shall be removed from service and a replacement shall be provided until the condition is corrected.

4.12.4 ABSENCE OF OR IMPROPER VEHICLE IDENTIFICATION: All deficiencies shall be corrected within 24 hours of notification by the CO/COR. Normal trip rate charge will be reduced 25 percent for each trip the vehicle is used in the defective condition after notification by the CO/COR. Failure to correct the deficiency within 48 hours of notification shall render the vehicle “mechanically unfit.”

DEFINITIONS

a) Contracting Officer: The sole person authorized to act on behalf of the government to negotiate and award contracts and modifications, and to administer through to completion.

b) Contracting Officer's Representative: The authorized government representative acting within the limits of their delegated authority for management of specific projects or functional activities.

c) Trip: One-way (incoming transportation vehicle) from student housing locations listed on the MMAC Vehicle Schedule to the MMAC or, one-way (outgoing transportation vehicle) from the MMAC to student housing locations.

d) Trailer: A vehicle added to a route to "trail" behind the normal route transportation vehicle. A trailer shall only be used if authorized by the CO/COR.

e) Route: A sequence of designated stops in a specific order at a pre-determined time.

5.0 PLACE OF PERFORMANCE

All work associated with performance on this contract will be accomplished in the Oklahoma City metropolitan area.

6.0 DELIVERABLES

Deliverables and their expected completion date are as follows:

Table 1 - Deliverables

Deliverable	Expected Completion Date
Provide transportation services in accordance with the MMAC Vehicle Schedule	Monday through Friday
Provide Saturday transportation services	As needed
Provide overflow transportation services	As needed
Provide PV failure transportation services	As needed
Provide handicap transportation services	As needed
Monthly Reports/Daily Data Requirements	Monthly and as needed

* AC Form 4670-19 FAA Contract Bus Record & AMASS-0001 FAA/Contract Passenger Detail

7.0 Period of Performance

The period of performance is one year from the date of award (base year), plus four additional one year option periods should the government choose to exercise them.